

## ECG Facilities Services – Coronavirus Preparedness

As ECG Facilities Services are a provider of building engineering services to a wide range of client organisations, it is a requirement of the business to ensure that we fully support our client organisations through such potential issues, as the recent outbreak of the Coronavirus. In order to maintain ECG's contractual commitments ECG have developed the following process/procedures so as to ensure the correct resources are available through both direct engineering support and the support of ECG's supply chain partners.

### 1. Information sources and distribution regarding the spread of any pandemic

Comprehensive information, giving suitable advice to all concerned parties is available directly from the following websites:

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

<https://www.nhs.uk/conditions/wuhan-novel-coronavirus/>

<https://www.hps.scot.nhs.uk/a-to-z-of-topics/wuhan-novel-coronavirus/>

Further information regarding ECG's strategy is available on request from Mr Tim Muir ECG National Compliance Manager on 01698 828778 or via ECG's Compliance Team [compliance@ecg-maint.com](mailto:compliance@ecg-maint.com)

### 2. Risks

Staff Absence – ECG have 7 regional operation centres that have the ability to operate via a centrally located server system, which allows the flexibility of planning and delivery of service activities to ECG's clients.

Certain business-critical activities, (such as finance, accountancy, sales & purchase ledger) are based at ECG's Head office in Blantyre Scotland. Each of these business-critical activities are stand alone and can operate in a stand-alone basis. ECG have ensured that staff in these critical areas of operation have been cross trained so that they can deputise in these areas and ECG's current assessment is that the business can still function normally with up to 40% staff absence.

All office locations have been fitted with ethanol-based hand gel dispensers and all staff have been encouraged to use the hand gel as a preventative measure.

Emergency Service response and scheduled maintenance planning and control activities are directed by regional office centres, with the central server system allowing flexibility of labour control from any one of ECG's regional office locations. All engineering resources are managed through mobile communications; phones and tablets, thus ECG can manage engineering resources across the UK from any location.

In support of the above, ECG's Technical Managers have the ability to manage resources remotely through the use of VPN server access, therefore if required engineering resources can be managed from home, should this be deemed necessary.

All mobile service engineers are issued with fully equipped vehicles, fuel cards, cash floats, automated parking software and now have automated remote purchasing capability with ECG core supply chain partners via their issued tablet devices, thus parts and equipment can be ordered direct from site, vehicles or home.

All ECG mobile service engineers are being issued with specialist protective equipment kits, to minimise the risk of virus transmission, through contact with atmospheres, plant rooms, plant or equipment that may potentially be contaminated with the specified pathogens. Such kits include; disposable coveralls, nitrile gloves, close fitting safety glasses, FFP3 face masks and ethanol-based hand gel.

ECG have continued to invest in a multi-disciplined engineering approach, so that many of ECG's mobile service engineer have core skills in multiple disciplines and are able to attend many different types of engineering calls, on a rapid response basis across the UK.

On assessment ECG are of the opinion that sufficient skills are available across the business that engineering sickness rates of up to 40% can be tolerated before significant impact would be seen on client response requirements.

All IT systems across the business can be managed by ECG's IT department from any location across the UK thus giving ECG to withstand absences rates of up to 60% in IT.

The Directors and Senior Managers within the business have been enabled with the decision-making authority to effect changes to working activities to suit any circumstances that may arise, and are equipped with the required communications hardware & software so that they can operate from any location where there is suitable telecommunications network coverage.

Emergency Call-out procedures continue to operate on an escalating basis. This allows emergency calls to be taken up to and including director level for action should call out staff fall ill with any condition.

Comprehensive guidance has already been distributed to all staff on the current Coronavirus situation via ECG's internal intranet and communications protocols.

Supply Chain – ECG's supply chain partners, (suppliers & sub-contractors) have already been contacted to ensure adequate supply of critical spares, and where required alternate sources of goods, materials, equipment or specialist service support should any local or regional concerns be raised.

To date, none of ECG's supply chain partners have noted any issue with such critical spares, however ECG will continue to monitor the situation on an on-going basis.

Should you have any further or specific queries or concerns over ECG's preparations, please contact Mr Tim Muir – ECG National Compliance Manager on 01698 828778 or email [tmuir@ecg-maint.com](mailto:tmuir@ecg-maint.com).